

**VitalCALL**  
Personal Emergency Response

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## Contact details

1300 360 808

[www.vitalcall.com.au](http://www.vitalcall.com.au)

[customer.service@vitalcall.com.au](mailto:customer.service@vitalcall.com.au)

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Discover why over  
**200,000** people have  
benefited from *VitalCall*  
in over 35 years!



## There is nothing like your own home

*VitalCall* is Australia's original provider of 24 hours a day, 7 day a week personal emergency response service. We provide assistance to anyone who wants to live a full, independent and active life, with the assurance that help is only the press of a button away.

Whether you are in your home or in your garden, the *VitalCall* team is available 24/7 to help you in an emergency, enabling you to remain safer and independent at home.

\*ERICA model shown. Availability dependent on stock/region.

# Refer VitalCall to a patient



DVA Gold Card holder\*

YES  NO

Scan and return to  
**customer.service@vitalcall.com.au**  
or fax it to **1300 554 483**



MY PATIENT DETAILS

Name

Patient  Family  
Daytime contact number (inc area code)

Patient  Family  
Email (if applicable)

Address

Suburb

State                      Postcode

Patient Consent Given  
 Yes  No

REFERRER'S DETAILS

Referrer's name

Organisation (if applicable)

Department (if applicable)

Email address  Please send me the  
VitalCall Newsletter

Daytime contact number (inc. area code)

*Patients with a DVA gold card require a D9199 to be completed during an in-home assessment with an Occupational Therapist and forwarded to VitalCall.*

## Free in-home demonstration

Contact VitalCall today for your **free in-home demonstration of the VitalCall system.**

**1300 360 808**

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“

I've now had the *VitalCall* service for almost a year and I would certainly recommend their personal medical alarms to any older person living alone. Having *VitalCall* has eased not only my mind, but also the minds of my children.”

**Glenda, 87 Years**

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## How VitalCall works

*VitalCall* is a personal emergency alarm. When pressed, the VitalCall pendant or bracelet sends a signal to a base unit, which in turn calls our response centre. There is no need to pick up your phone - our response operators will speak to you through the base unit, assess your needs and send help immediately if required. Even if the operator cannot hear you, VitalCall will still send help.

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**Press** Simply press your *VitalCall* button on your pendant to send a call to our response centre.



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**Response** A caring *VitalCall* response operator will answer your call to assess your situation.



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**Help** Based on your needs, our response operator will contact a family member, friend, neighbour or emergency services to ensure you get the assistance you need as soon as possible.



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## 24/7 Australian-based response centre

The Australian-based *VitalCall* response centre operates 24 hours a day, 365 days a year. In the event of a fall, medical emergency or if you just need assistance, *VitalCall* ensures you get the help you need no matter the time of day.



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## Peace of mind for family and friends

**Do you worry about your loved ones living alone at home?** There is no need to do anything drastic. *VitalCall* could be the simple solution to give you peace of mind knowing that assistance is just a press of a button away!





*VitalCall* has earned the recommendation of thousands of healthcare professionals over the past three decades!



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## VitalCall is **waterproof**

As many accidents happen around slippery surfaces, *VitalCall* pendants are waterproof, so you can wear it in the shower or bath. They are also small and lightweight, meaning you can keep them tucked in under your clothing even when sleeping.



**5**


### **Reasons to get VitalCall**

- 1.** Monitored by caring, highly skilled operators
- 2.** Operates 24 hours a day, 365 days a year
- 3.** Australia's original personal emergency response system - Over 35 years of experience!
- 4.** Waterproof, able to wear pendant in the shower or bath
- 5.** Australian-based response centre

## Who uses VitalCall?

People of all ages and circumstances use *VitalCall*, including:

- Seniors living independently in their own home
- People recently discharged from hospital or care
- Those requiring additional support at home due to illness
- People suffering from a chronic or worsening condition
- Carers who need an additional helping hand
- People living with a disability

A photograph of a person from the waist down, wearing a light blue short-sleeved shirt and dark trousers. They are using two silver metal crutches with yellow handgrips. The person is standing on a light-colored floor. The image is partially obscured by a semi-transparent white box containing text at the bottom.

Did you know *VitalCall* can also be used by those recovering from procedures such as hip and knee replacements?

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## Funding for your VitalCall

**Did you know that the Department of Veterans' Affairs may fund VitalCall to eligible Gold and White Card members?** If you are an eligible veteran or family you may be able to access *VitalCall* free of charge.

To find out more about DVA funding eligibility, please contact the Department of Veterans' Affairs on 133 254, or visit the DVA website [www.dva.gov.au](http://www.dva.gov.au)

